



***SAMHSA-HRSA
Center for Integrated
Health Solutions***

**Project Management:
Workflows & Communicating for
Staff & Consumer Buy-in**

Jeff Capobianco, PhD
CIHS Director of Quality Improvement
Regional Liaison for Midwest PBHCI Grantees (HHS regions 5)

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4273)

www.integration.samhsa.gov



***SAMHSA-HRSA
Center for Integrated
Health Solutions***

**Slides for today's webinar are
available on the CIHS website at:**

<http://www.integration.samhsa.gov/pbhci-learning-community/webinars>

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4273)

www.integration.samhsa.gov

SAMHSA-NRSA
Center for Integrated Health Solutions

The Purpose of Our Time Together

Learning Objectives:

- Identify Key Project Management Plan Components Necessary for the Success of your PBHCI Grant
- Clarify the Components and Delivery of your PBHCI Grant Communication Plan

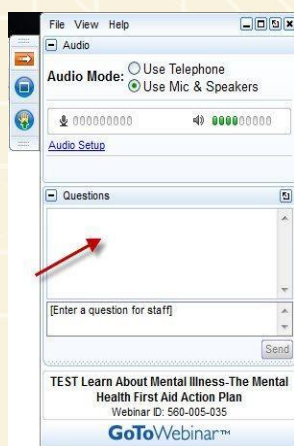
NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov

Our format...

SAMHSA-NRSA
Center for Integrated Health Solutions



First 30 minutes

Structure

Short comments from experts
Specifics from their point of view

Polling You

Finding the "temperature" of the group

Second 30 minutes

Asking Questions

Watching for your written questions
Questions by phone

Follow-up and Evaluation

Ask for what YOU want or expect
Ideas and examples added to the Resource Center

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov

Your PBHCI Grant Project Plan

Must bridge partnering organization's vision, strategic plan and grant award requirements.

Common Project Management Plan Areas:

- Communication
- Staffing/Human Resources
- Billing/Financing/Sustainability
- QI, Data Reporting, & Use
- Health Information Technology
- Network Engagement

Project Management Components

Start-up:

- First Confirm Vision!
- Hiring, policy/standard operating procedures, workflow designs and scope of practice, data collection/reporting, billing, etc.

Ongoing:

- Monitoring clinical & administrative data
- Maintaining gains
- Sustainability

Project Management Plan Components

Each area should have specific:

- Goals/Objectives
- Tasks
- Accountable Lead & their Supports
- Timelines
- Outcomes

(**S**pecific **M**easurable **A**ttainable **R**ealistic **T**imely
SMART work plans)

Communication Plan

Defines the communication requirements for the project and how information will be distributed.

- Role-based
- What information will be communicated
- How the information will be communicated
- When will information be distributed
- Who does the communication
- Who receives the communication
- Centralized information

SAMHSA-NRSA
Center for Integrated Health Solutions

Creating Staff Awareness and Engagement



- Develop vision – how will project change organization? Impact day-to-day activities?
- Engage all staff - BH, PC, administrative...recognize success
- Create enthusiasm, awareness (marketing or promotion plan)
- Make certain all staff are aware of enrollment criteria (SAMHSA criteria, focus criteria if there are any)

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov

SAMHSA-NRSA
Center for Integrated Health Solutions

Creating Consumer Awareness & Incentives

Environmental Cues:

- Banners, posters, table tent at sign in desk ("The Nurse is 'In'")
- Health and wellness bulletin board, materials around the waiting room for MH and PC information
- TV screen plays wellness videos in waiting room
- All staff talking in the language of wellness
- Sites must leave people with a sense that, "these people are serious about whole health"
- Peers delivering care

Consumer Incentives:

- Allowed for enroll/reassess up to \$25 per year/per consumer
- Gift bags with toiletries
- Reduced fee gym memberships
- Free lunch (on site cafeteria) of healthy foods
- Personal Coach

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov

SAMHSA-NRSA
Center for Integrated Health Solutions

With Regard to Consumers Remember...

It's not enough to enroll people...they need to come back for reassessment

It's not enough to reassess people...they need to be engaged in changing their health behaviors

Being able to assess for and engage a consumer in their commitment and ability to follow through on health behavior change is at the core of your success

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov

SAMHSA-NRSA
Center for Integrated Health Solutions

With Regard to Staff Remember...

It's not enough that staff understand/agree that whole health/PBHCI is important; they need to know what to do differently, do the same or stop doing as it relates to doing PBHCI in their daily work

It's not enough that staff know what to do/not do but that they see regularly the evidence that they are/are not doing it

Being able to assess for and engage staff in their commitment and ability to follow through on these work behavior changes is at the core of your success

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov

**SAMHSA-HRSA
Center for Integrated Health Solutions**

Common Data Platform (CDP)

Cohort VII grantees will start entering data into the Common Data Platform (CDP) in January

Be on the lookout for CDP training notices

No need to access TRAC in the interim

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov

**SAMHSA-HRSA
Center for Integrated Health Solutions**

Collecting Data in the Interim – option #1

You can start collecting NOMS interviews and health indicators now, and back enter them once you have CDP access

No guarantee that you can upload data. You might have to manually enter data

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov

**SAMHSA-HRSA
Center for Integrated Health Solutions****Collecting Data in the Interim – option #2**

You can start seeing consumers and drawing down funds without collecting NOMS interviews and health indicators

Start collecting NOMS & health indicators in Feb, which is when the GPOs are asking grantees to start services

Your choice of options should take into consideration your evaluation plan.

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov

**SAMHSA-HRSA
Center for Integrated Health Solutions**

Polling question: How would you describe the degree to which you have developed your grant project management plan?

100% Completed

About 75% Completed

Less than 50% Completed

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov

SAMHSA-NRSA
Center for Integrated Health Solutions

Polling question: Our organization is using this grant to:

Transform how we do our business into a whole health/integrated service organization where all staff and all consumers will engage in wellness planning

Provide whole health/integrated health for a defined population in our organization only

Pilot providing whole health/integrated health for a defined population in our organization, then we plan to roll it out to all consumers

Not quite sure...we're still deciding

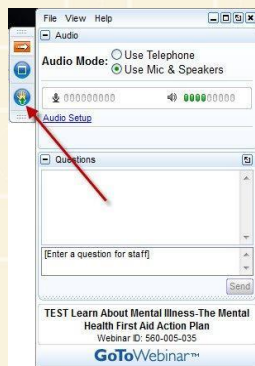
NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov

SAMHSA-NRSA
Center for Integrated Health Solutions

How to ask a question during the webinar



By phone: Please use the “raise your hand” button and we will open up your lines for you to ask your question to the group. (left)

By chat box: Please type your questions into the question box and we will address your questions. (right)



NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov

SAMHSA-HRSA
Center for Integrated Health Solutions

For More Information...

Jeff Capobianco

jeffc@thenationalcouncil.org or for technical assistance contact your regional resource team.

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov

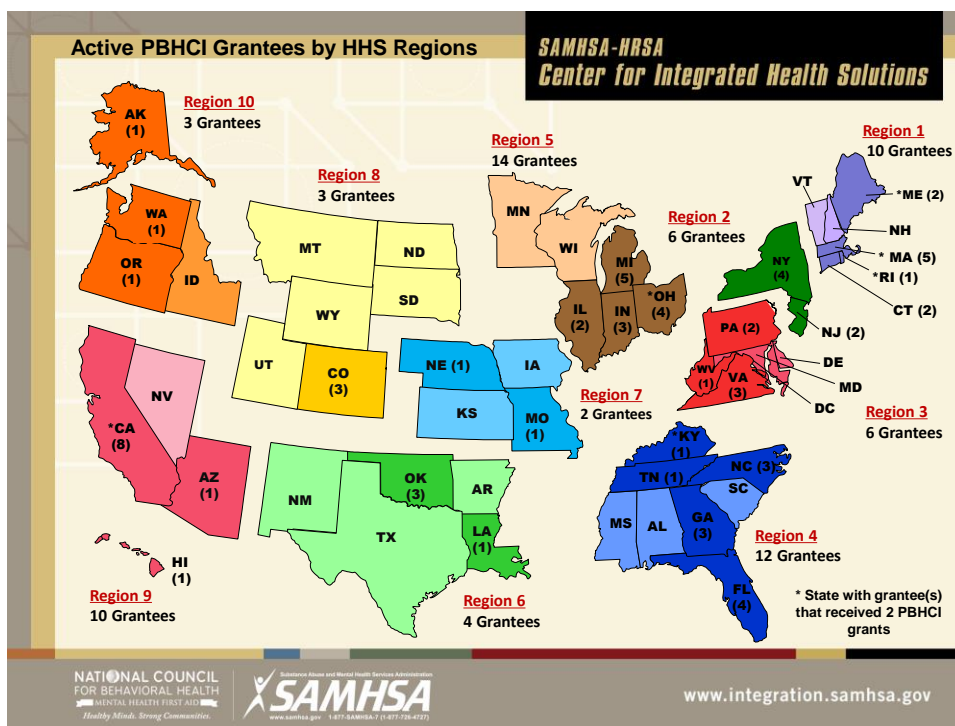
SAMHSA-HRSA
Center for Integrated Health Solutions

Learning Community	HHS Region/s	SAMHSA GPO	CIHS Liaisons And Coordinators
West (13)	Regions 9 and 10	TBD	Aaron Williams Hannah Mason
Central (9)	Regions 6 , 7 and 8	Roxanne Castaneda	Linda Ligenza Hannah Mason
Southeast (12)	Region 4	Marian Scheinholtz	Liaison – TBD Rose Felipe
Mid-West (14)	Region 5	Roxanne Castaneda	Jeff Capobianco Rose Felipe
Northeast and Mid-Atlantic (16)	Regions 1 and 2	Tenly Biggs	Tony Salerno Emma Green
Northeast and Mid-Atlantic (6)	Region 3	Tenly Biggs	Liaison – TBD Emma Green

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov



**SAMHSA-HRSA
Center for Integrated Health Solutions**

Thank you for joining us today.

Please take a moment to provide your feedback by completing the survey at the end of today's webinar.

NATIONAL COUNCIL FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

SAMHSA
Substance Abuse and Mental Health Services Administration
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4737)

www.integration.samhsa.gov